



City of Hopewell Citizen Inquiry Referral List

Nature of Inquiry	Department(s)	Telephone
A		
Abandoned Vehicles (Removal)	Police Department Keep Hopewell Beautiful	541-2272 541-2269
Accident Reports (Vehicular)	Police – Services Division	541-2272
Alley Closings/Vacations	Development	541-2220
Alley Maintenance	Public Works	541-2295
Animal Control – Roaming/Pickup	Animal Control Officer	541-2204 541-2275
Anti-Dumping Signs	Development	541-2220
Armory (CLOSED)	No longer City Responsibility	Private
Auctions (Surplus items)	Purchasing City Attorney	541-2205 541-2247
Automated Citizens Information System (ACIS)	Emergency Services Manager or Public Affairs Coordinator	541-2298 541-2270
B		
Backdoor Toter Pickup	Public Works	541-2297
Beacon Theatre	Scott Firestone @ ARLS City Manager	458-6329 or 541-2243
Bids	Purchasing City Clerk	541-2205 541-2249
Birth Certificates	State Health Department	662-6200
Boats & Trailers – Permit for Oversized Vehicles	Police – Services Division Zoning	541-2272 541-2220
Brush Complaints	Fire Department	541-2288
Bugs	Health Department	458-1297
Building Permits	Building Official	541-2226
Business License	Commissioner of the Revenue	541-2237
C		
Cablevision Complaints	City Attorney	541-2247
Catch Basin (Cleaning, etc.)	Public Works	541-2295
Cat License	Treasurer's Office	541-2240
Cemetery	Public Works	541-2295
Chamber of Commerce (Listing of Civic Clubs, Businesses, etc.)	Chamber of Commerce	458-5536
City Maps	Development/Engineering	541-2220/2230
Community Center	Recreation & Parks	541-2304
Condemned Buildings	Code Enforcement/Building Official; Health Department	541-2226 458-1297
Construction Complaints (Building)	Code Enforcement	541-2227
Contracts (Legal Documents)	City Clerk	541-2249
Convenience Center	Public Works	541-2295/2305
Crosswalk (Pedestrian)	Public Works – Traffic Division	541-2294
Curb & Gutter Installation	Development/Engineering	541-2220/2319
Curb & Gutter Repairs	Public Works	541-2295

Nature of Complaint/Inquiry	Department(s)	Telephone
D		
Damage to Private Property by City	Risk Manager	541-2203
Dead Animals	Public Works Dispatcher (after hours)	541-2295 541-2275
Death Certificates	Circuit Court Clerk	541-2239
Ditch (Drainage; Roadside)	Public Works	541-2295
DMV (Division of Motor Vehicles)	Commissioner of the Revenue Treasurer's Office	541-2237 or 541-2240
Dog License	Treasurer's Office	541-2240
Driveway, Pipe/Curb (Building Permit)	Development Public Works	541-2220 541-2295
Dumpsters	Public Works	541-2297
E		
Electrical & Plumbing Exams	Inspections	541-2226
Elections (Voting: Wards/Locations)	Registrar	541-2232
Employment/Job Opportunities	Human Resources	541-2211/2246
F		
Fill Permits	Development	541-2220
Fire Hydrant Check	Fire Department	541-2288
Fishing License	Circuit Court Clerk	541-2239
Freedom of Information Request	City Attorney	541-2247
G		
Garnishees	Treasurer's Office	541-2240
Gravel Requests (City rights-of-way)	Public Works	541-2295
Gun Permit	Circuit Court	541-2239
H		
Health Department		458-1297
Hooray for Hopewell, Inc.	Festival Committee	541-0232
Hopewell Community Center – Rental of Facilities	Recreation Department	541-2304
Hunting License	Circuit Court Clerk	541-2239
I		
Invoices/Billing	Finance	541-2254
J		
Justice of the Peace	Magistrate	524-6600/6611
L		
Landfill (Landfill Closed) <i>See Convenience Center</i>	Public Works	541-2295
Litter (Anti-Dumping Ordinance)	Development	541-2269
M		
Magistrate	Riverside Regional Jail	524-6600/6611
Manhole Covers	Public Works	541-2295
Marina, City (operation of) ➤ Marina Office	Recreation & Parks	541-2304 541-2370
Marriage License	Circuit Court Clerk	541-2239
Membership Fees for Hopewell Community Center	Recreation & Parks	541-2304

Nature of Complaint/Inquiry	Department(s)	Telephone
P		
Parks & Playgrounds (mow grass, etc.)	Recreation & Parks	541-2304
Parking Tickets –Payments	Police Department General District Court	541-2272
➤ Violations		541-2257
➤ Warrants/Summonses		
Permits for Special Events (parades, walks, etc.)	Intergovernmental & Public Affairs	541-2270
Personal Property	Treasurer's Office Commissioner of the Revenue	541-2240
➤ Taxes		541-2237
➤ Value		
Personal Property Damage Claim	Risk Manager	541-2203
Plaza, Ashford Civic (Rental)	Intergovernmental & Public Affairs	541-2270
Post Office	Customer Service	458-4350
Potholes	Public Works	541-2295
Property Ownership	Real Estate Assessor	541-2234
Purchase Orders	Purchasing Finance/Accounting	541-2205 541-2252/2254
R		
Railroad Repairs	Development Public Works	541-2220 541-2295
Rats	Health Department	458-1297
➤ in Sanitary Sewer	Public Works	541-2295
Real Estate Assessments	Real Estate Assessor	541-2234
Real Estate Property Boundaries	Real Estate Assessor	541-2234
Recreation Activities/Parks	Recreation & Parks	541-2304
Recycling	Public Works Clean City Commission	541-2297 541-2269
Refrigerators (Disposal)	Public Works	541-2297
➤ Freon Removal Coupon	Treasurer's Office	541-2240
Refuse Pickup	Republic – Trash pickup hotline	425-0500
Refuse & Sewer Bills	Glen Davis	541-2253
Rentals	Recreation & Parks	541-2304
➤ Parks		
➤ Community Center		
Reserve-A-Truck	SERVICE DISCONTINUED	N/A
S		
Sanitary Sewer Repairs	Public Works	541-2295
Sewer Backup	HRWTF Dispatcher (after 4:30 & Weekends)	541-2210 541-2275
Sewer Backup –Insurance Claims	City Attorney	541-2247
Sewer Construction	Inspections	541-2226
Sewer Hookup (Connection or Tap Fee)	Inspections	541-2226
Sidewalk Construction	Development/Engineering	541-2319
Sidewalk Repair	Public Works	541-2295
Snakes	Health Department	458-1297
Solicitor – Permits	Police – Services Division	541-2272/2280
Special Event Applications	Intergovernmental & Public Affairs	541-2270

Nature of Complaint/Inquiry	Department(s)	Telephone
S (cont.)		
Spills		
➤ Debris/Non-Hazardous	Public Works	541-2295
➤ Hazardous	Fire Department	541-2288
Street Complaints		
➤ Cave-ins	Public Works	541-2295
➤ Cleanup	Public Works	541-2295
➤ Gravel/Grading	Public Works	541-2295
➤ Light Installation	Traffic	541-2294
➤ Light Repairs	Traffic	541-2294
➤ Street Lights	Public Works	541-2295
➤ Street Overlay	Engineering	541-2319
➤ Street Sweeping	Public Works	541-2295
T		
Tall Grass/Weeds	Code Enforcement	541-2226
Taxes		
➤ Forms, Preparation, etc.	Commissioner of the Revenue	541-2237
➤ Personal Property, Real Estate Taxes – Payment	Treasurer's Office	541-2240
Taxicab Permits	Police – Services Division	541-2272
	City Manager's Office	541-2243
Toters (Mobile Refuse Container)		
➤ Missed Trash Pickup	Trash Pickup Customer Service Hotline	425-0500
➤ Purchase, Repair, or Missing Toter	Public Works	541-2297
Traffic (Lights, Signs, etc.)	Public Works	541-2294
Traffic Tickets (Payments)		
➤ Warrants/Summonses	General District Court	541-2257
➤ Parking Violations (with envelope)	Police Department	541-2272
Trash Pickup (Republic)	Hotline	425-0500
	Public Works	or 541-2297
Tree Removal/Trimming		
➤ City Property	Public Works	541-2295
➤ Private Property	Property Owner's Responsibility	N/A
U		
Utilities		
➤ Cable	Comcast	1-866-385-2942
➤ Electricity	Dominion Virginia Power	1-888-667-3000
➤ Gas	Columbia Gas	1-800-543-8911
➤ Water (includes Sewer & Refuse)	Virginia American Water Co.	458-1686
Utility Cuts	Fire (Inspections)	541-2227
V		
Voter Registration	Registrar	541-2232
W		
Water Leaks	Virginia American Water Co.	458-1686
Website (www.hopewellva.gov)	Intergovernmental & Public Affairs	541-2270
Weeds (Cut & Removed)		
➤ City Property	Public Works	541-2295
➤ Playgrounds	Recreation & Parks	541-2304
Y		
Yard Sale Permits	Treasurer's Office	541-2240
Z		
Zoning Inquiries	Development	541-2220